



UNITED STATES MARINE CORPS

ENGINEER COMPANY B (-)
6TH ENGINEER SUPPORT BATTALION
4TH FORCE SERVICE SUPPORT GROUP, FMF
ARMED FORCES RESERVE CENTER
1901 SOUTH KEMBLE AVENUE
SOUTH BEND, INDIANA 46613-1799

IN REPLY REFER TO:

5500

I-I

27 Oct 03

INSPECTOR-INSTRUCTOR POLICY LETTER 2-03

From: Inspector-Instructor, South Bend, Indiana
To: Distribution List

Subj: CASUALTY ASSISTANCE CALL OFFICER (CACO) POLICY FOR THE
INSPECTOR INSTRUCTOR STAFF SOUTH BEND INDIANA

Ref: (a) MCO P3040.2E
(b) NAVPERS 15955-F
(c) Casualty Assistance Call Officer's (CACO) Guide to
Benefits and Entitlements

Encl: (1) I&I Staff CACO Section Duties
(2) CACO Initial Contact Sheet
(3) CACO Log Contact Log Sheet
(4) Points of Contacts

1. Purpose. Casualty Assistance Calls are one of the most difficult and delicate responsibilities that we can potentially perform here on I-I Duty. No single item can cause greater problems, or do more good than a casualty call. This policy letter is established so that everyone on the staff, and everyone that could get called in to assist us, understands exactly what must be accomplished and how to go about it.

2. Guidance. First and foremost, when we are notified that we need to make a casualty call, that becomes the highest priority for everyone on the staff, without exception. There are time limits we have to meet in making notification and we must ensure that we have all the necessary information before we conduct it. Once notification has been made, we need to remain immediately responsive to the needs of the family 24 hours a day until the situation has been resolved one way or another. We need to let the family know that the Marine Corps really does take care of its own.

3. For death, illness or injury notifications, I will be the Marine that makes the notification with the duty assisting me. Should I be TAD or on leave away from the area, the PWST OIC will be contacted and he will make notification. If they are not available, the first sergeant will make the notification with the duty assisting him. If neither of the above three are

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available than the next senior enlisted will make the call. The uniform for all notifications is Service Alphas, with all subsequent visits in the seasonal service uniform.

4. Notifications will be made between the hours of 0500 and 2400 unless otherwise directed by Headquarters Marine Corps. If it looks like it will be newsworthy item and the family might find out before we are able to notify them, we will than make the call as soon as possible regardless of the time.

5. Upon receiving the notification, the duty will fill out the CACO initial contact Sheet as completely as possible. The duty will than report to the HTC, in uniform, and verify the information on the PCR with HQMC. The duty will remain at the HTC to be the duty driver for the CACO.

a. If it is non-death casualty call, the duty will make sure they have the phone number to the hospital and the parent command of the unit.

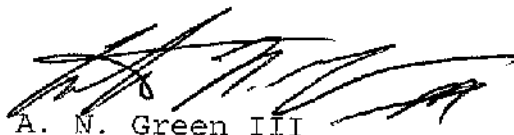
b. The duty will make the necessary entry in the SDO Log Book. The duty will setup the CACO folder according to the I-I CACO SOP. The following forms will be in the folder prior to the CACO arriving to the HTC:

1. CACO Initial Contact Sheet
2. CACO Log Contact Sheet
3. Point of Contact Sheet
4. PCR
5. CACO Check List

6. Once the CACO has been assign to I-I South Bend, the staff will execute their duties per the I&I Staff CACO Section Duties and ref(a).

7. As mentioned before, Casualty Calls becomes the unit primary mission. If members do their part, the impact will be minimal. It is paramount that every marine is familiar with this policy letter.

8. This policy letter is applicable to the reserves.



A. N. Green III

Copy to:
I-I Staff
CO Co B
CO Co B 1stSgt

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I&I Staff CACO Section Duties

Event/Form	Cases	SECTION
General		
<u>Casualty Assistance Call Report (1770)</u>	All	CACO
<u>CACO Checklist</u>	All	CACO
<u>CACO Contact Log Sheet</u>	All	DUTY
<u>CACO Initial Contact Sheet</u>	All	DUTY
<u>CACO Points of Contact Sheet</u>	All	DUTY
<u>Funeral ADSW Volunteers</u>	All	OPS
BURIAL/MEMORIAL BENEFITS		
<u>Disposition of Remains</u>	All	ADMIN, CACO
<u>Payment of Funeral or Interment Expenses</u>	All	SUPPLY
<u>Headstones or Markers</u>	All	SUPPLY
<u>Burial Flag</u>	All	SUPPLY
<u>Memorial Flag Display Case</u>	All	SUPPLY
<u>Floral Tribute</u>	All	SUPPLY
<u>Invitational Travel Orders (ITO) to Burial</u>	All	ADMIN
FINANCIAL COMPENSATION		
<u>Death Gratuity (DG)</u>	All	ADMIN
<u>Servicemembers' Group Life Insurance (SGLI)</u>	All	ADMIN
<u>Family SGLI Coverage</u>	All	ADMIN
<u>Beneficiary Financial Counseling Service (BFCS)</u>	All	ADMIN
<u>MGIB/VEAP Refund</u>	All	OPS
<u>Arrears of Pay and Allowances (AP)</u>	All	ADMIN
<u>Basic Allowance for Housing (BAH)</u>	Dep	ADMIN
<u>Survivor Benefit Plan (SBP)</u>	Dep	ADMIN
<u>Dependency and Indemnity Compensation (DIC)</u>	Dep	ADMIN
<u>Thrift Savings Plan (TSP)</u>	All	OPS
<u>Social Security Benefits</u>	Dep	ADMIN
GENERAL ASSISTANCE		
<u>Report of Casualty (DD Form 1300)</u>	All	HQMC
<u>Civilian Death Certificate</u>	All	CIV
<u>Natural Guardian Affidavit</u>	Dep	NOK
<u>Appointment as Guardian of Minor's Property/Estate</u>	Dep	NOK
<u>Honorable Service Certificate and Lapel Pin or Button</u>	All	HQMC
<u>Judge Advocate General (JAG) Investigation</u>	All	PC
<u>Naval Criminal Investigative Service (NCIS) Investigation</u>	All	PC
<u>Bonds Purchased Through Allotment</u>	All	ADMIN
<u>Mail Procedures for Deceased Marines</u>	All	CACO
<u>Uniformed Services Identification and Privilege Card (ID Card)</u>	Dep	ADMIN

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<u>TRICARE Family Member Medical Plan</u>	Dep	DOC
<u>TRICARE Dental Plan (TDP)</u>	Dep	DOC
<u>Personal Effects and Household Goods</u>	All	SUPPLY
<u>Survivor/Family Member Travel</u>	All	ADMIN
<u>Survivors' and Dependents' Education Assistance (DEA)</u>	Dep	OPS
<u>Decorations and Awards</u>	All	1STSGT, ADMIN
<u>Presidential Memorial Certificate (PMC)</u>	All	HQMC
<u>Posthumous Promotion</u>	All	1STSGT, ADMIN
<u>Posthumous Citizenship</u>	All	1STSGT, ADMIN

BENEVOLENT AND PHILANTHROPIC ORGANIZATION

<u>Presentation of Gifts</u>	All	CACO, 1 ST SGT
<u>Navy-Marine Corps Relief Society (NMCRS)</u>	All	CACO, 1 ST SGT
<u>Marine Corps Community Services (MCCS)</u>	All	CACO, 1 ST SGT
<u>Gold Star Wives of America, Inc.</u>	M	CACO, 1 ST SGT
<u>The Right Choice Company</u>	All	CACO, 1 ST SGT
<u>Marine Corps - Law Enforcement Foundation (MC-LEF)</u>	Dep	CACO, 1 ST SGT
<u>Tragedy Assistance Program for Survivors (TAPS), Inc.</u>	All	CACO, 1 ST SGT

Enclosure (1)

Subj: CASUALTY ASSISTANCE CALL OFFICER (CACO) POLICY FOR THE
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CACO Initial Contact Sheet

Date/Time received PCR	Date/Time NOK Notified	Date/Time HQMC Notified
Grade/Name Casualty (Last, First M.I) SSN/MOS		
Parent Command (Unit, City, State, Phone)		
Place of Enlistment		Place of Remains
Type of Casualty: <i>Circle one</i> Death Injury Illness	Date/Time of Casualty Death/Illness/Injury	Location/ Phone # of Remains
If type of casualty is Injury/Illness Condition: Medical Prognosis:		
Religion	Race	Last Rites
PNOK Name/SSN		SNOK Name/SSN
Address		Address
Ph # 1		Ph # 1
Ph # 2		Ph # 2
Circumstances of Casualty		

Enclosure (2)

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CACO Log Contact Sheet

[illegible]

Enclosure (3)

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Point of Contacts

[illegible]

Enclosure (4)